

## National Certificate in Hospitality (Accommodation Services) (Level 2) with an optional strand in Motel Housekeeping

**Level** 2

**Credits** 48 or 53 with optional strand

This qualification is **expiring**. The last date to meet the requirements is 31 December 2012.

### Purpose

This qualification recognises people who have the knowledge and skills required for working in a housekeeping or laundry services role. It is awarded to people who have demonstrated the skills and knowledge necessary to work in a commercial accommodation environment, including cleaning methods and processes, safe handling practices with regard to the use of equipment and chemicals, customer care techniques, and compliance with Health and Safety legislation and security procedures.

This qualification is designed to be flexible and accessible and elective unit standards are included to enable the candidate to show specific competence in housekeeping and/or in laundry services applicable to specific establishments. The holder will also have demonstrated a range of interpersonal, personal presentation, customer care, numeracy, literacy, and teamwork skills required by workers in a commercial accommodation environment.

The optional strand builds on the qualification and recognises the specific skills of housekeepers in the Motel sector.

This qualification can lead on from the National Certificate in Hospitality (Foundation Skills) [Ref: 0587] or the National Certificate in Hospitality (Entry Skills) [Ref: 1257], and onto the National Certificate in Hospitality (Operations Supervision) (Level 4) with strands in Food and Beverage Service, Gaming, Accommodation, and Front Office [Ref: 0882].

### Replacement Information

This qualification and the National Certificate in Hospitality (Porter Services) (Level 2) [Ref: 0558] have been replaced by the National Certificate in Hospitality (Level 2) with strands in Accommodation Services, and Porter Services [Ref: 1599].

### Credit Range

	Compulsory	Elective	Motel Housekeeping Strand
Level 1 credits	8	-	-
Level 2 or above credits	17	23	5
Minimum totals	25	23	5

## Requirements for Award of Qualification

### Award of NZQF National Qualifications

Credit gained for a standard may be used only once to meet the requirements of this qualification.

Unit standards and achievement standards that are equivalent in outcome are mutually exclusive for the purpose of award. The table of mutually exclusive standards is provided on the New Zealand Qualifications Authority (NZQA) website: <http://www.nzqa.govt.nz/qualifications-standards/standards/standards-exclusion-list/>.

Reviewed standards that continue to recognise the same overall outcome are registered as new versions and retain their identification number (ID). Any version of a standard with the same ID may be used to meet qualification requirements that list the ID and/or that specify the past or current classification of the standard.

### Summary of Requirements

- Compulsory standards
- Elective – A minimum of 23 credits as specified

The following strands are optional

- Motel Housekeeping Optional Strand

### Detailed Requirements

#### Compulsory

The following standards are required

Core Generic > Core Generic > Work and Study Skills

ID	Title	Level	Credit
1978	Identify basic employment rights and responsibilities, and sources of information and assistance	1	2

Humanities > Communication Skills > Reading

ID	Title	Level	Credit
2977	Read texts for practical purposes	1	4

Service Sector > Hospitality > Accommodation Services

ID	Title	Level	Credit
14454	Service guest rooms in a commercial hospitality establishment	2	2
14457	Strip beds and make beds in a commercial hospitality establishment	2	2

Service Sector > Hospitality > Hospitality Operations

ID	Title	Level	Credit
14462	Maintain personal presentation and greet customers in the hospitality industry	2	2

ID	Title	Level	Credit
14464	Deal with customer complaints in the hospitality industry	3	2
14465	Maintain a safe and secure environment for people in the hospitality industry	3	2
14466	Demonstrate knowledge of procedures to protect people and property in the hospitality industry	2	3
14469	Provide customers with information about an establishment in the hospitality industry	2	2

## Service Sector &gt; Service Sector Skills &gt; Service Sector - Core Skills

ID	Title	Level	Credit
64	Perform calculations for the workplace	1	2
377	Work in a diverse workplace	2	2

**Elective**

A minimum of 23 credits at Level 2 or above

From the following sets

- Set A
- Set B

**Set A**

A minimum of 7 credits

## Service Sector &gt; Hospitality &gt; Accommodation Services

ID	Title	Level	Credit
14453	Demonstrate knowledge of housekeeping services in a commercial hospitality establishment	3	3
14455	Service guest room toilet and bathroom areas in a commercial hospitality establishment	2	3
14456	Service customer kitchen areas in a commercial hospitality establishment	2	3
14458	Sort, launder, and finish laundry in a commercial hospitality establishment	3	8
14459	Maintain service supplies in a commercial hospitality establishment	3	2
14460	Maintain an off-premises service for laundry in a commercial hospitality establishment	3	2
14461	Service customer laundry areas in a commercial hospitality establishment	2	2
22337	Service public areas in a commercial hospitality environment	2	4

**Set B**

The balance of credits to achieve  
A minimum of 23 credits at Level 2 or above  
May come from the following

Community and Social Services > Community and Workplace Fire and Emergency Management > Workplace Fire and Emergency Response

ID	Title	Level	Credit
16799	Carry out the duties of a workplace emergency warden	3	4

Field	Subfield	Domain
Humanities	Communication Skills	Interpersonal Communications
Service Sector	Hospitality	Any
	Service Sector Skills	Service Sector - Core Skills

**Motel Housekeeping Optional Strand**

The following standards are required

Service Sector > Hospitality > Accommodation Services

ID	Title	Level	Credit
21207	Clean motel exteriors	2	3
21208	Clean motel exterior windows	2	2

**Transition Arrangements****Version 6**

Version 6 was issued to indicate that this qualification is expiring.

This qualification and the National Certificate in Hospitality (Porter Services) (Level 2) [Ref: 0558] have been replaced by the National Certificate in Hospitality (Level 2) with strands in Accommodation Services, and Porter Services [Ref: 1599].

For detailed information see [Review Summaries](#) on the NZQA website.

This qualification contains a standard that replaced an earlier standard. For the purposes of this qualification, people who have gained credit for the expiring standard are exempt from the requirement to gain credit for the replacement standard – see table below.

Credit for	Exempt from
1979	1978

## Previous versions of the qualification

Version 5 was issued following review. Total minimum credits required increased from 46 to 48; standard 1979 was replaced with standard 1978 in the compulsory section; standards 14454 and 14457 were shifted from the elective to the compulsory section; standards 16799, and 22337 were added to the elective section; and the elective section was extended to include all of the Hospitality subfield.

Version 4 was issued in order to correct a unit standard listing.

Version 3 was issued in order to add an optional strand recognising the skills and practices of the Motel sector. Unit standard 62 was added to the elective list, an optional strand in Motel Housekeeping was added, the credit tables were updated, and the title was updated to include the optional strand.

Version 2 was issued to include the domain Interpersonal Communications in the elective section.

## NZQF National Qualification Registration Information

Process	Version	Date	Last Date for Assessment
Registration	1	November 1998	December 2008
Revision	2	January 2003	December 2008
Review	3	February 2005	December 2008
Revision	4	March 2005	December 2008
Review	5	September 2006	December 2012
Review	6	November 2010	December 2012

## Standard Setting Body

Hospitality Standards Institute  
PO Box 9695  
Marion Square  
Wellington 6141

Telephone 04 385 9563  
Email [qualifications@hsi.co.nz](mailto:qualifications@hsi.co.nz)

## Other standard setting bodies whose standards are included in the qualification

Fire and Rescue Services Industry Training Organisation  
NZQA

## Certification

This certificate will display the logos of NZQA, the Hospitality Standards Institute and the organisation that has been granted consent to assess against standards that meet the requirements of the qualification (accredited).

## Classification

This qualification is classified according to the classification system listed on the Directory of Assessment Standards (DAS) and the New Zealand Standard Classification of Education (NZSCED) system as specified below.

DAS Classification		NZSCED	
Code	Description	Code	Description
310	Service Sector > Hospitality	110101	Food, Hospitality and Personal Services > Food and Hospitality > Hospitality

### Quality Management Systems

Providers and Industry Training Organisations must be granted consent to assess by a recognised Quality Assurance Body before they can register credits from assessment against standards. Accredited providers and Industry Training Organisations assessing against standards must engage with the moderation system that applies to those standards. Accreditation requirements and the moderation system are outlined in the associated Accreditation and Moderation Action Plan (AMAP) for each standard.